

You will be required to upload your receipt with all claim submissions in GreenShield+



➞ Before you begin:

- Have receipts and documentation related to your claim ready to upload.
- You can upload a photo or a PDF (up to 5 MB per file).
- On a mobile device, you can also take a photo during the process.
- Make sure the image is clear, well lit, and the document is fully visible.

[Visit the GreenShield+ Support Centre for more information ➞](#)

📄 Step by step instructions:



Instructions for the mobile app

- 1 On the Home screen, select **Submit a claim**.
- 2 Select **Start a claim**.
- 3 Select the **service or item that the claim is for**, then select **Continue**.
- 4 Select the **plan member** you are submitting the claim for, then select **Continue**.
- 5 Select a **provider** from the list of recent providers, or do the following to add your provider:
 - ➔ Select **Search For Your Provider**.
 - ➔ In the **Find provider by:** field, select an option, enter the details in the search field, then select **Search**.
 - ➔ For the most accurate results, search by **Phone number**.
 - ➔ Select a provider, then select **Continue**.
 - ➔ Select **Continue**.
 - ➔ **Note:** If your provider does not appear in the search results, try searching again using a different method. If your provider still does not appear, scroll to the bottom of the search results and select **Add A New Provider**. Fill in the provider details, then select **Add Provider**.
- 6 **Answer the coordination of benefits, injury, and prescription questions.**
If you answer **Yes** to any question, you may be prompted to add additional information.
- 7 **On the Attach documents screen, select Upload a file.**
Note: You may have the option to add multiple purchases to your claim.
Make sure you upload receipts and supporting documents for every purchase.
- 8 **Select how you want to upload the file**, then select a file or take a photo.
Repeat for each file you want to add.
- 9 When you're finished uploading documents, **select Continue**.
- 10 If your plan administrator and the claim type allow multiple purchases on a claim, for each purchase, **select Add Expense** and enter the treatment or service details.
- 11 Select **Continue**.
- 12 On the Review and Submit Claim page, **review your claim details**, then **select Continue**.
- 13 Read the Terms and Conditions, then **select Accept Terms and Submit Claim**.
- 14 **Select Done**.



Instructions for the web app

- 1 On the Navigation Bar, select **Coverage**, then select **Submit a Claim**.
- 2 Select the service or item the claim is for.
- 3 In the list of recent providers, select **Choose This Provider**, or do the following to add your provider:
 - ➔ Select **Search Providers**.
 - ➔ Enter the provider's phone number or last name, then select **Search**.
 - ➔ For the most accurate results, search by phone number.
 - ➔ Select **Select provider**, then select **Continue**.
 - ➔ **Note:** If your provider does not appear in the search results, try searching again using a different method. If your provider still does not appear, select **Add as a new provider**. Fill in the provider details, then select **Confirm entry**.
- 4 Select the plan member you are submitting the claim for.
- 5 **Answer the coordination of benefits, injury, and prescription questions.**
If you answer **Yes** to any question, you may be prompted to add additional information.
- 6 In the **Upload Fully Paid Receipt(s) and/or Supporting Documents** section, do one of the following:
 - ➔ Select **Upload a file**, then choose a file from your device.
 - ➔ **Drag and drop a file** into the upload area.
Note: You may have the option to add multiple purchases to your claim. Make sure you upload receipts and supporting documents for every purchase.
- 7 If your plan administrator and the claim type allow multiple purchases on a claim, in the **Additional Claim Details** section, enter the treatment or service details for the first purchase. For each additional purchase, select **Add purchase** and enter the treatment or service details.
- 8 Select **Continue to Review Claim**.
- 9 Review the claim details. To make changes, select **Edit**.
- 10 Select the **Legal** checkbox and then select **Submit Claim**.

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